

# NYC PPE Service Support Center Overview

**Background:** The City created an emergency stockpile of personal protective equipment (PPE) for use if there is a COVID-19 resurgence. The NYC PPE Service Center was developed to allow certain organizations to order from this emergency PPE stockpile. At this time, the PPE Service Center is only available to select healthcare provider types and city agencies. Eligible entities must serve NYC residents.

## Products Available

- Products available, depending on your facility type, include L3 isolation gowns, N95 masks/respirators, nitrile gloves, 3-ply surgical masks, face shields, bouffant caps, shoe covers, goggles, infrared digital thermometers, body bags, hand sanitizer, and resuscitation bags.
- Products are available by the case.
- The NYC PPE Service Center account will only access NYC stockpile products, not other Medline.com inventory. Order other supplies through your existing processes or accounts.
- You will not be able to browse; you will only see products designated to your facility.

## Monthly Allocations

- Allocation amounts for each product were set based on the facility type, size, and capacity.
- Amounts are the maximum your facility is expected to need each month. This amount will be prepopulated in your shopping cart when you log into Medline.com.
- You can place orders above your allocation, but an order with any one item over its allocation amount will flag the entire order, require approval, and may have delayed shipment.

## Order Timing and Frequency

- To receive your order the following business day (M–F), place the order before 10:30am.
- Enter a maximum of one request per week, unless it is an emergency.
- By submitting an order through Medline you are confirming that the PPE you are requesting is for an emergency need and supplies are required to protect staff and patients during the COVID 19 response.

## Charging for Products

- The City of New York will seek to recover costs for provision of PPE supplies that is not reimbursable under applicable FEMA emergency reimbursement policies. At this time, FEMA policies do not enable reimbursement of supplies provided to private for-profit entities.
- The City will seek cost recovery from private for-profit entities. Entities will receive an invoice from the City at a later date, not at the time of ordering.
- Current rates set for cost recovery are prevailing market rates and are summarized in the table below.

Category	Price Per Unit
L3 Iso Gowns	\$1.25
N95 Masks	\$0.75
Nitrile Gloves	\$0.08
3-Ply Surgical Masks	\$0.13
Face Shields	\$1.25
Bouffant Caps	\$0.15
Shoe Covers (pair)	\$0.30
Goggles	\$1.50
IR Digital Thermometers	\$26.58
Disaster Body Bags	\$16.34
Hand Sanitizer (16oz)	\$4.25
Resuscitation bags	\$8.09

For Medline.com questions, call the Medline NYC Customer Service Desk: 866-478-1490 ext. 2222.

For general PPE Service Center questions or account questions, contact the NYC Health Department PPE Support Email at [PPESupport@health.nyc.gov](mailto:PPESupport@health.nyc.gov)